

## REMARKS

Reconsideration of this application is respectfully requested in view of the foregoing amendment and the following remarks.

The drawings have been objected to for failing to show twisted pairs 1-600. These items exist within other depicted network elements, for example trunk lines, and are shown only schematically and are not individually shown in the drawings. The disclosure of the twisted pairs relates to a logical relationship between various network elements and the twisted pairs do not admit of illustration. Consider an example of an article of clothing. If some of the elements discussed in the specification are shown, for example, the collar, sleeve and pockets, there would be no need to show each individual fiber or strand of thread used in constructing the article of clothing. Likewise, the twisted pairs inherently exist and there is no need to show and label each individual twisted pair.

Claim 12 has been rejected under 35 U.S.C. §112, second paragraph. This claims has been amended with an eye towards overcoming the 112, second paragraph rejection and removing language considered objectionable by the Examiner. In particular, Applicant has removed reference to a “first” and “second” malfunction. Applicant believes that all of the formal rejections under 112, second paragraph have been overcome.

Claims 1-3, 5-8, 10 and 11 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Applicant’s disclosure in view of Bunte et al. (U.S. patent number 5,873,070). Claim 1 has been amended to include limitations where the technician provides information in an electronic format related to the malfunction via a communications network and where the

company uses the information in the electronic format related to the malfunction to generate a bill.

In prior art systems, technicians did not provide information in an electronic format and the company did not use the information in the electronic format to generate a bill. As discussed in the background of the invention, prior art systems were manual and not automated. The combination of Bunte with conventional dispatch and billing systems does not teach or render obvious amended claim 1.

Regarding claim 8, neither the prior art or Bunte teaches the concept of refraining from dispatching a second technician in response to information provided by a first technician.

Claims 12 and 17 have been rejected under 35 U.S.C. §103(a) as being unpatentable over Applicant's disclosure in view of Schlect et al. (U.S. patent number 6,035,285). Applicant respectfully traverses this rejection. Claim 12 requires that a company determines that the first malfunction caused both the first report and the second report. There is no teaching in the prior art of a system that can determine this and Schlect does not provide this teaching. Even if the teaching of Schlect were combined with the prior art, the concept of determining that a first malfunction caused both the first report and the second report is still missing from the combined teachings of the prior art and Schlect. Because claim 12 is patentable, dependent claims 13-17 are also patentable.

In view of the foregoing all of the claims in this case are believed to be in condition for allowance. Should the Examiner have any questions or determine that any further action is

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desirable to place this application in even better condition for issue, the Examiner is encouraged to telephone applicants' undersigned representative at the number listed below.

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Date: November 8, 2002

Respectfully submitted,

WILLIS ET AL.

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Attachments: Amended Spec. w/ Markings  
Amended Claims w/ Markings

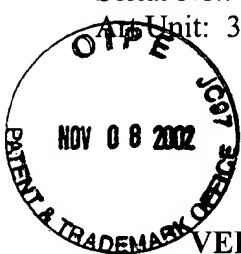
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**VERSION WITH MARKINGS TO SHOW CHANGES MADE TO CLAIMS**

1. (Amended) A system for automating the processing of damage claims to company property comprising:

a dispatch division adapted to receive a report of a malfunction of the company property;

the dispatch division dispatching a technician in response to the report;

the technician providing information in an electronic format related to the malfunction via a communications network,

the network communicating with the technician and the company;

wherein the company uses the information in the electronic format related to the malfunction to generate a bill.